Self Service

Getting Started with Self Service

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Getting Started

The Basics

What is Self Service?

Self Service is a tool to empower stores to install approved IS&T applications on BOH Macs without needing assistance from IS&T.

How does Self Service help me?

Self Service helps in three key ways:

1. Reinstall software applications when needed; especially helpful for troubleshooting app performance issues.
2. Update applications when you want to; no waiting for IS&T.
3. IS&T-approved OS configurations can be made at any time.

What else can Self Service do?

Use Self Service to get to frequently accessed IS&T information. The Self Service homepage features application quick links such as:

1. Account Manager
2. IS&T Web Retail links
3. IS&T Web Support "Request Support" form

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The Specifics

Where can I find Self Service?

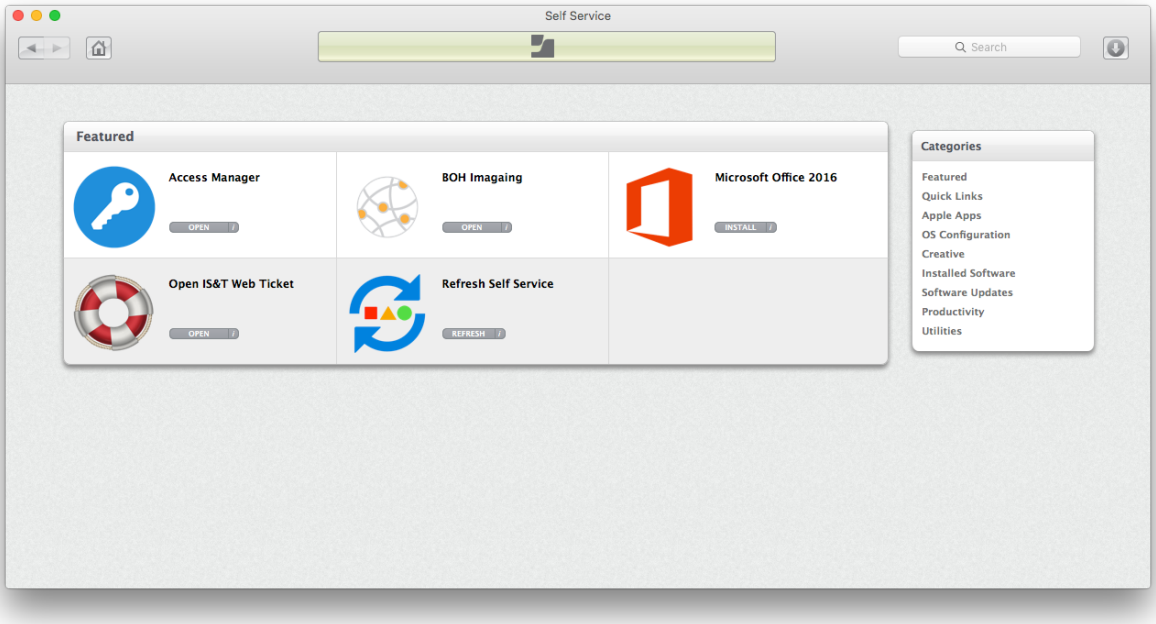
It's in the applications folder on all IS&T-managed Macs, except for iPhone Repair and 3D Touch Calibration Systems.

What are the Self Service categories for?

They are used for quick links to the main categories and are useful for getting to key IS&T information and applications quickly.

How do I install applications in Self Service?

Self Service works similarly to the Mac App Store—click the "install" button below the app icon. A progress bar along the top will keep you informed.



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There are apps I'd like to install that don't show in Self Service, what do I do?

If an app is not available in Self Service, it is either not approved for the Mac it's being installed on, or it is not available. For instance, Merlin will only show available for install on Manager systems.

For additional information, please visit:

- istweb.apple.com/retail/

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